COURSE SYLLABUS

Professional Mediation Certificate (PMC) for the Workplace

This program is designed to equip you with real-world mediation skills you can apply immediately while helping you earn a sought-after certification that can give you a professional edge.

> Group classes (Live Online) and onsite training are available for this course. For more information, email corporate@nobledesktop.com or visit: https://www.nobledesktop.com/classes/professional-mediation-certificate-pmc-course-for-the-workplace



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Course Outline

Module 1: Foundations of Conflict and Mediation Process

- Dispute resolution continuum and conflict overview.
- Personal conflict styles.
- Role of the mediator and overview of the mediation process.
- Mediation demonstration.
- Mediator ethics and pre-mediation check-in.
- Mediation Stage 1: Mediator introduction.

Module 2: Stages of Mediation Continued

- Practice: Mediator introduction.
- Mediation Stage 2: Parties' perspectives.
- Asking powerful questions and case study.
- Mediation Stage 3: Issues identification.
- Mediation Stage 4: Interests exploration.
- Sharpening how to summarize.

Module 3: Mediator Skills and Continued Practice

- Role play simulation practice #1.
- Unlocking the art of reframing.
- Role play simulation practice #2.

Module 4: Stages of Mediation and Practice Continued

- Co-mediation.
- Mediation Stage 5: Options generation and demonstration.

- Role play simulation practice #3.
- The use and benefits of individual sessions/caucus.
- Role play simulation practice #4.

Module 5: Stages of Mediation and Practice Continued

- Working with representatives.
- Mediation Stage 6: Options selection and refinement.
- Role play simulation practice #5.
- Ethical issues and hard non-negotiables.
- Round robin simulation practice.

Module 6: Advanced Mediator Skills and Practice Continued

- Mediation Stage 7: Agreement writing and closure.
- Role play simulation practice #6.
- Dealing with anger and high emotions.
- Helping advance the parties' interests.

Module 7: Impasse Strategies and Closing

- Impasse strategies.
- Mediation of EEO complaints and grievances.
- Role play simulation practice #7.
- Ongoing skills development.
- Summary and final Q&A.